
		<h1>Quality policy 2021</h1>		
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Premise: In order to guarantee a product / service based on the maximum satisfaction of its customers, and more generally, of all interested parties, IOTTI GIOVANNI S.r.l. defines as reference principles of its Quality Policy to be managed and improved in the next three years following our philosophy of taking care of every detail in the best possible way "all around care":

Focus on the Customer and stakeholders

The company is committed to understanding customer needs and plans its activities to fully meet them. In the same way it operates in compliance with the requests and requirements:

- Of the reference market
- Of the country in which it operates, complying with laws and regulations
- Of all parties involved in their processes deemed critical

Process approach

The company identifies the different activities of its organization as processes to be planned, controlled and constantly improved and activates the resources for their realization. IOTTI GIOVANNI S.r.l. manages its processes so that they are unique:

- The objectives to be pursued and the expected results: **focus on customers / orders with a high technology content to become one of the leading manufacturers in the sector in Italy.**
- The related responsibilities and the resources used: **focus on redistributing departments and operators on the basis of future investments in machinery and production lay-outs.**

Leadership

The company takes responsibility for the effectiveness of its QMS, making available all the necessary resources and making sure that the planned objectives are compatible with the context and strategic directions. The Company communicates the importance of the QMS and actively involves all stakeholders, coordinating and supporting them.

Assessment of risks and opportunities

The company plans its processes with a risk-based thinking (RBT) approach in order to implement the most suitable actions for:

- Evaluate and treat risks associated with processes: **focus on Equipment** by investing in new plants in **order to meet the customer's needs and deliver the material by the scheduled date.**
- Exploit and reinforce the opportunities identified: **focus on Customers who can provide good quality products at a competitive price compared to manufacturers in northern Europe.**

The company promotes at all levels an adequate sense of proactivity in the management of its risks.

Involvement of staff and stakeholders

The company is aware that the involvement of staff and all stakeholders, combined with the active participation of all employees, are a primary strategic element. It promotes the development of internal professionalism and the careful selection of external collaborations in order to equip itself with competent and motivated human resources.

Improvement

The company has as its permanent objective the improvement of the performance of its QMS. The preliminary assessment of the risks and opportunities related to business processes, the internal and external verification activities, and the review of the Management are the tools that the Company puts in place to constantly improve.

The instrument chosen for the persecution of the Quality Policy, by the Company, is a Quality Management System compliant with the UNI EN ISO 9001 ed. 2015 standard.

